

002

ZEELAND HOSPITAL A.P.

08/23/2005 09:48 FAX 6167725786

ADM#	ADM DATE	DX	TOTAL CHARGES	SERVICES	DATE & PAYOR
393911	2/6/01	3542	299.35	NERVE TESTS, EMG	8/27/01 ASSURITY PAID \$284.05, CONTRACT ADJ \$14.95 10/31/01 REFUND ASSURITY PER ASSURITY WC REFUNDED 10/31/01 WORK COMP CLAIM WORK COM DENIED BEFORE ACCIDENT DATE
401596	3/19/01	3569	24,504.92	IVIG	8/29/01 ASSURITY PAID \$23032.75, CONT ADJ \$1212.25, LATE CHARGES PAID 9/20/01 \$248.25 CONT ADJ 13.67, LATE CHARGE PAID AGAIN 11/12/03 REFUND ASSURITY 10/31/01 \$ 23528 WORK COMP PAID 11/30/01 \$17861.24 CONT ADJ \$6643.68, REFUNDED 12/10/03
409709	4/30/01	3569	13,699.89	IVIG	8/27/01 ASSURITY PAID \$8443 AND \$4294.35, CONTRACT ADJ \$447 AND \$228.85, refunded 10/31/01 WORK COMP PAID 11/30/01, REFUNDED ON 12/10/03
412340	6/4/01	3569	4,494.03	IVIG - SEE EOB	8/31/01 ASSURITY PAID \$4269.30, CONTRACT ADJ \$224.70, refunded 10/31/01 WORK COMP PAID 11/30/01, REFUNDED 12/10/01
412342	7/2/01	3569	4,494.03	IVIG - SEE EOB	8/31/01 ASSURITY PAID \$4269.30, CONT ADJ \$224.70, REFUNDED ON 10/31/01 11/30/01 WORK COMP PAID, REFUNDED ON 12/10/03
423409	7/23/01	3569	9,579.03	IVIG - SEE EOB	9/28/01 ASSURITY PAID \$9100.05, CONT ADJ \$478.95, REFUNDED ON 10/31/01 11/30/01 WORK COMP PAID, NOT REFUNDED
423437	8/20/01	3569	8,627.13	IVIG	11/29/01 WORK COM PAID, 12/10/03 REFUNDED WORK COMP
423439	9/24/01	3569	8,670.03	IVIG	2/21/02 WORK COM PAID, 12/10/03 WORK COMP REFUNDED
437847	10/24/01	3569	5,907.31	IVIG	12/20/01 WORK COM PAID, 12/10/03 WORK COMP REFUNDED
437852	11/26/01	3569	4,302.21	IVIG	NO PAYMENTS RECEIVED
451428	12/26/01	3569	6,853.15	IVIG	NO PAYMENTS RECEIVED
454022	1/23/02	3569	6,769.81	IVIG	NO PAYMENTS RECEIVED
458562	2/20/02	3569	6,813.81	IVIG	NO PAYMENTS RECEIVED
458929	3/20/02	3569	6,492.51	IVIG	NO PAYMENTS RECEIVED

**ZEELAND HOSPITAL A. P.**

**08/23/2003 09:48 FAX 8187725788**

[illegible]**admissions\FM vs GM.xls]FOR BILL JACK**

PEAR SYSTEM IRELAND COMMUNITY HOSPITAL PAGE: 1  
 RUN: 6/23/2005 9:39 ACCOUNT NOTES RET: PRR208-001  
 EFFECTIVE: 6/23/2005 FOR ALL DATES USER: VLAPPOINTS

ALL CODES  
 ALL TYPES  
 ALL USERS  
 HISTORICAL NOTES: Y CODES NOTES: Y TEXT NOTES: Y SYSTEM NOTES: Y

PATIENT NUMBER: 0808412342  
 PATIENT NAME: MORALES, FELIPE

DATE	TIME	IMP	TYPE	CODE	CODED NOTE	TEXT NOTE
04/03/03	11:21	NIK	S	STS	FU FOLLOW-UP DATE	03-19-2005
01/18/05	10:59			PO	FOLLOW-UP DATE	01-18-2005
11/19/04	10:22			PO	FOLLOW-UP DATE	11-09-2004
11/11/04	17:00		N	COLL	STAT STATUS CLK	DID NOT SEND FINAL LTR
	16:43		S		FINL FINAL LETTER	SENT
11/10/04	12:45			FINL	FINAL LETTER	SENT
	12:44	SYS		FINL	FINAL LETTER	SENT
11/09/04	15:06	DO	N			PER POST OFFICE, THE ADDRESS OF 7 N CENTRAL, IS NOT ACCEPTED NO MAIL. POST OFFICE STATES PATIENT HAS A PO BOX OF 142 IN IRELAND, I WILL TRY TO SEND PP COUPONS FOR ACCT 1030876 TO THIS ADDRESS. 09-21-2004 ALL ACCOUNTS THAT I HAD ON HOLD ARE NOWING BEING RELEASED, FELIPE FAILED TO GIVE US THE NECESSARY INFORMATION TO PROCESS CHARITY CARE. THIS IS BEING GIVEN TO MARY TODAY. I DID DISCOVER THIS WITH VAL. 373 LINDY LANE 15831226 3299 WEST STONE 363943374 305781647 09-18-2004 SEE VAL 5/21/04 07-22-2004  I CALLED FELIPE AND HE SAID HE WILL BE BRINGING IN HIS CHARITY CARE FORM SOON. I DISCUSSED WITH VAL AND ACCOUNTS ARE STILL ON HOLD. NO FINAL LETTERS WERE SENT FINAL COLLECTION LETTER FINAL COLLECTION LETTER FINAL COLLECTION LETTER FINAL COLLECTION LETTER FINAL COLLECTION LETTER SENT 376646788
11/08/04	8:53	HPS	S	SYS	FU FOLLOW-UP DATE	
	8:52		N	BILL		
10/04/04	14:06	JB	S	SYS	PADI PATIENT ADDRESS AND CHIR GUAR BIRTHDATE	
			SYS	PADI	PATIENT ADDRESS AND CHIR GUAR SSN	
09/02/04	14:24	SAN		SSN	GUAR SSN	
09/02/04	13:31	HPS	SYS	FU	FOLLOW-UP DATE	
	13:30		BILL	PEND	IN PENDING	
08/04/04	8:51		S	SYS	FU FOLLOW-UP DATE	
07/23/04	9:16		BILL	PEND	IN PENDING	
	9:13		N			
06/23/04	13:59	NIK	COLL	STAT	STATUS CLK	
	11:02	HPS	S		FINL FINAL LETTER	
06/23/04	17:50			FINL	FINAL LETTER	
	17:48			FINL	FINAL LETTER	
	17:46			FINL	FINAL LETTER	
	17:41			FINL	FINAL LETTER	
	17:39	SYS		FINL	FINAL LETTER	
06/14/04	15:30	DMC	AUD	CHIR	GUAR SSN	

IRELAND HOSPITAL A.P.

06/23/2005 08:51 FAX 6167725785

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ZEELAND HOSPITAL A.P.

06/23/2005 09:51 FAX 6167725786

PRAX SYSTEM      ZEELAND COMMUNITY HOSPITAL      PAGE: 2  
 RUN: 6/23/2005 9:39      ACCOUNT NOTES      RPT: JWRP200-001  
 EFFECTIVE: 6/23/2005      FOR ALL DATES      USER: VLAPDINTH

ALL CODES  
 ALL TYPES  
 ALL USERS

HISTORICAL NOTES: Y CODES NOTES: Y TEXT NOTES: Y SYSTEM NOTES: Y

PATIENT NUMBER: 0000412342  
 PATIENT NAME: MORALES, FELIPE

DATE	TIME	RNP	TYPE	CODE	CODED NOTE	TEXT NOTE
06/07/04	11:50	RPS	SYE	FD	FOLLOW-UP DATE	05-28-2004
			BILL	PEND	INS PENDING	
05/27/04	16:39	MTK	S	SYE	FD FOLLOW-UP DATE	06-14-2004
05/10/04	9:22			FD	FOLLOW-UP DATE	04-14-2004
05/07/04	11:53	JR	AUD	SES	GUAR SES	385781647
04/15/04	13:45	RPS	N	BILL		*****I STOPPED TO COLLECTION** PT IS WORKING WITH LAWYER TRYING TO GET THIS RESOLVED. WILL FOLLOWUP IN 60 DAYS I WILL REVIEW THE CLAIM IN 60 DAYS
	13:34					
02/18/04	14:14	MTK				02-17-2004
12/19/03	15:28	RPS				07-12-2003
	15:24		N	BILL		***** I AM ROLLING CLAIMS TO PT KEEP AND I WILL KEEP ON MY COLLECT IOW LIST.....DO NOT SEND TO COLLECTIONS WITHOUT VALS APPROVAL***** THESE CLAIMS WHEN RAY BY GROUP MARKETING, THEY WILL BE ROLLED TO PT, BUT DO NOT SEND TO COLLECTIONS UNTIL IT IS VERIFI ED WITH VAL. PT HAS A LAWYER PURSUING GROUP MARKETING AND ALSO SENT PAPERS TO THE COMMS SIONER. PT WILL KEEP ME UPDATE D
12/18/03	16:06					
12/18/03	14:25	KAD			RPT REPEND INS CO	CITIZENS PER THEIR REQUEST I CALLED BECKY LUTHER THE DIST MANAGER AT GROUP MARKETING TO VERIFY IF THEY ARE GOING TO PAY FOR THE INS OR NOT.HER PHONE NUMBER IS 800 314 4768 EXT 139. I LEFT HER A MESSAGE TO CALL ME WITH AN UPDATE. NOTE JULIA IS NOT LONGER HANDLING THIS
11/20/03	12:02	RPS	N			
11/16/03	6:36				PEND INS PENDING	GROUP MARKETING LEAVES I SPOKE TO JULIA AT GROUP MARKETING, THEY HAVE ACCEPTED RESPONSIBILITY AND WILL BE PAYING THESE CLAIM. THEY ARE WORKING ON THIS NOW AND
10/23/03	16:43		N			

PEAR SYSTEM                      ZEELAND COMMUNITY HOSPITAL                      PAGE: 3  
 RUN: 6/23/2005 9:39                      ACCOUNT NOTES                      RT: PDRP260-001  
 EFFECTIVE: 6/23/2005                      FOR ALL DATES                      USER: VLAPPOINTS

ALL CODES  
 ALL TYPES  
 ALL USERS  
 HISTORICAL NOTES: Y CODES NOTES: Y TEXT NOTES: Y SYSTEM NOTES: Y

PATIENT NUMBER: 0000412342  
 PATIENT NAME: MORALES, FELIPE

DATE	TIME	EXT	TYPE	CODE	CODED NOTE	TEXT NOTE
10/20/03	15:55					<p>SHOULD BE PAYING THIS IN THE NEXT 2 WEEKS. I WILL CALL MARY AT CITIZENS 866 768 6233 WHEN THIS IS PAID.</p> <p>I CALLED JULIA AT GROUP MARKETING AND I WAS ADV THAT THEY DID RECEIVE THE LETTER BACK FROM THE DR BUT SHE WAS NOT GIVEN IT TO THE NURSE TO REVIEW IT. SHE WILL DO THIS TUESDAY. SHE WILL CALL ME BACK AFTER THE LAWYERS MAKE A DECISION.</p> <p>MARY FROM CITIZENS CALLED TO SEE IF I HAD HEARD ANYTHING FROM GROUP MARKETING I ADV I AM WAITING FOR A DECISION. HER PHONE 866 768 6233.</p>
09/19/03	14:40					<p>JULIA FROM GROUP MARKETING CALLED WITH AN UPDATE. THE NURSE WHO IS REVIEWING THE CLAIMS RECORDS ADDED INFO FROM THE DOCTORS OFFICE AND PER JULIA REQ THAT INFO. AS SOON AS THEY GET THE LETTER AND THE NURSE REVIEWS SHE WILL CALL ME.</p> <p>MARY FROM CITIZENS SAID THAT SHE HAD TO PAY FOR THE DR TO WRITE A LETTER. SHE WILL CALL THE DR IN 2 WEEKS AND SEE IF HE SENT THE LETTER BACK OR WAITING ON MONEY TO WRITE THE LETTER. MARY STATES SHE WILL PAY THE DR TO WRITE THE LETTER SO WE CAN GET THIS SETTLED. SHE WILL ALSO CALL ME.</p>
08/06/03	14:32					<p>JULIA CALLED BACK FROM GROUP MARKETING TO ADV THAT THEIR LAWYERS HAVE THE PAPERS AND ARE REVIEWING THIS NOW. THEY WILL MAKE A DETERMINATION ON IF THEY WILL PAY THIS. JULIA WILL CALL WITH A DECISION.</p>

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ZEELAND HOSPITAL A.P.

06/23/2005 09:51 FAX 6167725786

PEAR SYSTEM ZEELAND COMMUNITY HOSPITAL PAGE: 4  
 RUN: 6/23/2005 9:39 ACCOUNT NOTES RPT: PER320-001  
 EFFECTIVE: 6/23/2005 FOR ALL DATES USER: VLAPOLITE

ALL CODES  
 ALL TYPES  
 ALL USERS

HISTORICAL NOTES: Y CODES NOTES: Y TEXT NOTES: Y SYSTEM NOTES: Y

PATIENT NUMBER: 000043342  
 PATIENT NAME: MORALES, FELIPE

DATE	TIME	SNP	TYPE CODE CODED NOTE	TEXT NOTE
	13:43			MANHEM FROM CITIZENS ALSO STATED THAT THE ERROR CAME FROM A X WORKER WHO WAS HANDLING THIS CLAIM WALKED OUT AND CLOSED ALL HER ACCT BEFORE SHE LEFT. THEY PAID \$4,800.00 ON THIS CLAIM DUE TO THIS WORKING ERROR. THIS SHOULD NOT HAVE BEEN SO, DO NOT SURETH CITIZENS AT THIS TH I RECEIVED A CALL FROM MANHEM AT CITIZENS IN RE TO LETTER I SENT. SHE STATES THAT SHE HAS A LETTER FROM THE DE DATE JUNE 03 THAT DOCUMENTS NOT WORK RELATED. SHE SENT THIS JULY 1 03 TO GROUP MARKING I GAVE HER JULIA NAME AND I SHE WILL CALL HER. SHE WILL FAX ME A COPY OF WHAT SHE SENT I CALLED GROUP MARKETING AND SPOKE TO THE REP WHO IS HANDLING THIS PT'S CLAIMS. JULIA 616 946 2099 EXT 163 SHE INFORMED ME THAT THEY ARE WAITING ON CITIZENS TO SHOW PROOF OF WHY NOT RESPONSIBILITY AND WHEN IF THIS IS DONE THEY WILL PAY. FOR JULIE I DO NOT HAVE TO KEEP STATUTING ANY CLK I SENT A LETTER TODAY TO CITIZENS ASKING THEM TO GIVE ME PROOF WHY THEY ARE NOT RESPONSIBLE. IF THEY DO NOT AND GROUP MARKETING IS ON HOLD I WILL ROLL TO PT. I AM SENDING STATUS TO INS TOO BY, PA
	13:39			
07/28/03	14:18			
	14:14			
06/12/03		CV		
04/15/03				I AM REBILLING INS, I AM REVIE WING FROM A REPORT.
05/09/02				SENT PAPER CLAIM TO SPON
04/28/02				GAVE CORRECTED CLAIM TO DONIA O.
04/23/02	11:31			0032 ENC Submitted - Cycle #

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ZEELAND HOSPITAL A.P.

08/23/2005 09:51 FAX 6167725786

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PEAR SYSTEM ZEELAND COMMUNITY HOSPITAL PAGE: 5  
 RUN: 6/23/2005 9:39 ACCOUNT NOTES RPT: PERP200-001  
 EFFECTIVE: 6/23/2005 FOR ALL DATES USER: VLAPPOINTS

ALL CODES  
 ALL TYPES  
 ALL USERS

HISTORICAL NOTES: Y CODES NOTES: Y TEXT NOTES: Y SYSTEM NOTES: Y

PATIENT NUMBER: 0980412342  
 PATIENT NAME: MORALES, FELIPE

DATE	TIME	EMP	TYPE CODE	CODED NOTE	TEXT NOTE
					: 1001 \$ 4494.03
	11:06				0992 Bill Passed - Cycle #
					: 1001 \$ 4494.03
	10:51				for FC / Payor 45/4550
					0992 Claim Built - Cycle #
	10:26				: 1001 \$ 4494.03
					Detail Bill Printed - Cycle #
04/19/02	14:50				: 1001 \$ 4494.03
	8:53				0992 Reconstructed - Cycle #
					: 1001
					Changed FC/Payor : 60/6000 To
					FC/Payor : 45/4550
					BILL HEALTH INSURANCE PER EMPLOYEE
					NOTE TO SEND PAPER CLAIM TO PP
					OM - PLEASE GIVE TO
					DOOR O. TO SEND.
11/30/01	9:57				Revised Cycle : 0001 To FC/Payor
11/05/01	12:00				X : /
					Statement Dated : 11/05/01 Pending \$
					4494.00
					BILLED CITIZENS
10/30/01	11:43				Changed FC/Payor : 72/7200 To
					FC/Payor : 60/6000
08/31/01	11:54				Changed FC/Payor : 45/4550 To
					FC/Payor : 72/7200
07/24/01	8:27				0992 HMC Submitted - Cycle #
	8:17				: 0001 \$ 4494.03
					0992 Bill Passed - Cycle #
					: 0001 \$ 4494.03
	8:12				for FC / Payor 45/4550
					0992 Claim Built - Cycle #
	7:59				: 0001 \$ 4494.03
					Detail Bill Printed - Cycle #
					: 0001 \$ 4494.03

\* TOTAL COMMENTS: 211

\*\*\*\*\* END OF LIST \*\*\*\*\*

ZEELAND HOSPITAL A.P.

06/23/2005 09:51 FAX 5167725786



2/11/11 C

STATE OF MICHIGAN  
IN THE CIRCUIT COURT FOR THE COUNTY OF OTTAWA

ZEELAND COMMUNITY HOSPITAL, a Michigan non-profit corporation,

Plaintiff,

v

ASSURITY LIFE INSURANCE COMPANY, a Nebraska corporation, and GROUP MARKETING SERVICES, INC., a Michigan corporation,

Defendants.

CASE NO. 06-56415 -CK

HON. Edward R. Post

William W. Jack, Jr. (P23403)  
R. Jay Hardin (P35458)  
Joseph E. Belsito (P69014)  
SMITH HAUGHEY RICE & ROEGGE  
*Attorneys for Plaintiff*  
250 Monroe Avenue, N.W.  
200 Calder Plaza Building  
Grand Rapids, MI 49503-2251  
(616) 774-8000

AFFIDAVIT OF MS. PATRICIA BOYD

STATE OF MICHIGAN     )  
                                      )ss.  
COUNTY OF OTTAWA     )

I, Patricia Boyd, depose and state that the following information is provided of my own personal knowledge, that the matters stated herein are true to the best of my knowledge, that I am of legal age and competent to testify if called as a witness, and if called as a witness would testify as follows:

1. I currently serve as Accounts Receivable Clerk for Zeeland Community Hospital ("ZCH").
2. I have served in this position since February, 2001.

October 21,  
2002  
JB



3. On July 26, 2003, I spoke with a Group Marketing Services, Inc. ("GMS") representative named Julia regarding the claims which are at issue in this case. *See Complaint Exhibit B.*

4. Julia informed me that GMS was waiting for confirmation from Citizens Insurance, Mr. Morales's Workers' Compensation carrier, that they (Citizens Insurance) owed no obligation to pay the claims. *See id.*

5. Julia indicated to me that if Citizens Insurance in fact owed no duty to pay for the claims, that GMS (via Assurity) would pay the claims. *See id.*

6. On August 6, 2003, I again spoke with Julia of GMS regarding the claims, and Julia advised me that their lawyers were reviewing the issue and would make a determination regarding whether GMS would pay the claims. *See id.* I also spoke with a Maureen from Citizens Insurance, who indicated that Citizens Insurance erroneously paid the claims due to an ex-employee's oversight, and that the employee had "walked out" and closed all her accounts before she left. *See id.* Maureen also indicated that Citizens Insurance had a letter from the doctor indicating that Morales's condition was not work-related. *See id.*

7. I next spoke with Julia on September 19, 2003. *See id.* She indicated to me that their nurse was still reviewing the claims and needed additional information; that as soon as the nurse finished reviewing the matter, Julia would contact me with a decision. *See id.*

8. I called Julia on October 20, 2003, requesting an update; Julia advised me that GMS was still reviewing the matter and would call me after GMS's attorneys had made a decision. *See id.*

9. Julia called back on October 23, 2003 and indicated to me that GMS had accepted responsibility for the claims and would pay the claims within the subsequent two weeks. *See id.*

10. In reliance on GMS's promise to pay, we subsequently refunded Citizens Insurance on December 10, 2003. *See id.*

11. By November 20, 2003, we had not yet received any payments from GMS, so I left a message with a Becky Lillie, district manager at GMS, inquiring as to whether and when GMS planned to forward payment. *See id.*

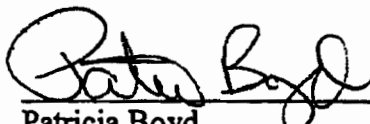
12. GMS subsequently rejected the claims on December 18, 2003 and denied any duty to pay for the claims. *See id.*

13. To date, ZCH has not received any payments from Assurity or GMS despite acceptance of responsibility and their promise to make payments.

14. To date, defendants owe ZCH \$337,169.47, exclusive of interest, for services rendered from February, 2001 through December, 2003.

FURTHER, AFFLIANT SAYETH NOT.


Dated: September 8, 2006

  
Patricia Boyd

STATE OF MICHIGAN     )  
                                  )ss.  
COUNTY OF OTTAWA    )

Subscribed and sworn to before me this 8<sup>th</sup> day of September, 2006.

MARY I. KOUW  
Notary Public, State of Michigan  
County of Ottawa  
My Commission Expires Jun. 2, 2012  
Acting in the County of \_\_\_\_\_

  
\_\_\_\_\_  
Notary Public, \_\_\_\_\_ County, MI  
My Commission expires \_\_\_\_\_